

RETURN AND WARRANTY POLICIES

1. Recommended Return Policy:

Customer satisfaction is important to us. If you are dissatisfied with your purchase, you can return it, per shipping instructions, at your expense, in original packaging, within thirty (30) days for a refund, exchange, or store credit. The returned item must be unused, arrive undamaged and contain all parts included with the original shipment. To return items, please contact customer service. Pre-approval is required for returns. All refunds will be issued by the reseller in the original form of payment used for purchase, and are subject to a 25% restocking fee.

2. Recommended Damage (Repair or Replace) Policy:

Our high quality packaging and industry leading shipping partners reduce the chances of damage. In the unlikely case that your merchandise arrives damaged, please contact customer service for pre-approval to return product. Returned goods will not be accepted without pre-approval. Photographs of damage will be required. Returned goods must be shipped freight prepaid to our factory in their original shipping packaging within seven (7) days of receipt. If the product is determined to be defective, it will be repaired or replaced at our option. We are not responsible for damages reported after seven (7) days of arrival.

3. Recommended Warranty:

We offer a five year limited warranty on all products with proof of purchase to the original owner. The warranty covers manufacturing defects and failure of moving parts under normal use. We will repair or replace, at our option, any defect in material or workmanship for a period of five years from date of purchase. If your product is found defective, please contact customer service. The warranty excludes deliberate or accidental damage and does not extend to misuse, finishes, destructive weather conditions, rust, improper installation or normal wear and tear. The warranty does not cover labor or any other costs of removal, reinstallation or replacement of the defective mailbox.